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UNCLAS LJUBLJANA 000192

SIPDIS

DEPT FOR DPM - ALEX KIRKPATRICK

FRANKFURT FOR RIMC

E.O. 12958: N/A

TAGS: [ADPM](#) [AMGT](#) [SI](#)

SUBJECT: LJUBLJANA -- CONTINUED UNCLASSIFIED POUCH PROBLEMS

1. This is an action request. Please see paragraph 5.

2. In July 2004, DPM switched over to Austrian Airways to transport Post's unclassified incoming pouches. Since then, Post has experienced constant problems with pouches being late, or not arriving at all, on scheduled dates. Post does not/not have APO/FPO, and so relies on the pouch for delivery of US mail.

3. According to the schedule set up by DPM, pouches are supposed to arrive at the Ljubljana airport every Thursday and Sunday. During the past four months, we have actually received mail on Thursdays only 20 percent of the time. One of the main problems appears to be that instead of the pouches being flown in from Vienna on the scheduled Thursday morning OS-733 flight, the pouches are loaded in a truck and driven to Ljubljana, a trip of approximately four hours. The truck arrives too late for us to receive the pouches; instead we receive the pouches on Friday. Despite numerous inquiries, we have yet to receive a satisfactory answer as to why the pouches are trucked, rather than flown, in to Ljubljana.

4. This week, for the third week in a row, the pouches were not put on either the flight or a truck. Over the past four months this has become a common occurrence. This means all the pouches arrive over the weekend, and we only receive US mail at the Embassy one day a week.

5. ACTION REQUESTED. As everyone knows, mail is a major morale issue. Post is frustrated with the continued poor performance of Austrian Airways in getting our pouches delivered on schedule. Post requests that DPM look at Ljubljana's pouch delivery schedule and develop a solution to this continued problem. Post hopes for a positive reply from DPM on this important issue. We appreciate the support you provide us.  
ROBERTSON

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